2N® StarPoint

User Manual

Version 3.0.0

www.2n.cz

Content

1. Product Overview 4
   - 1.1 Product Description 5
     - Telephone Display 6
     - Programmable Buttons 7
     - Numerical Keypad Buttons 7
     - OptiSet Terminals 8
     - OpenStage Terminals 9
2. Installation 13
   - 2.1 Before Installation 14
     - Phone Package Contents 14
     - Putting in Operation 15
   - 2.2 Mounting 16
     - Accessories 16
     - Button Modules 16
     - Button Console Connection 16
3. Configuration 19
   - 3.1 Active Language 20
   - 3.2 Volumes 21
   - 3.3 Standard Ring Tone 22
   - 3.4 Time Scheme 23
   - 3.5 Display Contrast 24
   - 3.6 Information Type 25
   - 3.7 Incoming View 26
   - 3.8 Key Timeout 27
   - 3.9 Other 28
     - Presentation Text 28
     - System Information 28
4. Function and Use 29
   - 4.1 Basic Functions 30
     - Outgoing Call 30
     - Outgoing Call from Telephone Directory 30
     - Speed Dialling 30

Calling Line Identification Restriction 30
Incomig calls 31
During a call 31
Main Menu 31
Programmable Buttons 32
4.2 Advanced functions 37
Button Function Assignment 37
Button Tagnames 38
Response to Missed Call 38
Call to Previously Called Number 38
Call to Previously Calling Number 39
Rejecting incoming call 39
Ringing volume control 40
Microphone muting 40
Call transfer 40
4.3 Other 42
Call lists 42
Contacts 44
Messages 47
Profiles 50

5. Supplementary informations 55

5.1 Maintenance 56
5.2 Important Warnings and Certifications 57
Certificate of Compliance 57
CE Marking 57
Environmental Marking 57
5.3 Glossary 58

1 Product Overview

Here is what you can find in this section:

- **Product Description**
- **Chyba! Nenalezen zdroj odkazů.**
- **Chyba! Nenalezen zdroj odkazů.**

1.1 Product Description

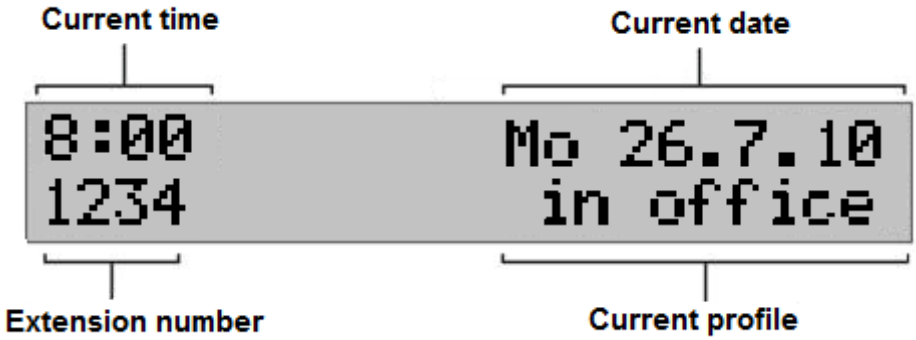
Use the and buttons to browse through the phone menus and list items. Push the confirmation button to select a function. Use the and buttons to adjust the ringing and call volume (handset or HandsFree). Any volume change applies to the current call only, the next call will have a volume level as set in the phone menu (or 2N® – NetStar Assistant).

	Types of 2N® StarPoint 500 telephones			
	Entry	Economy	Standard	Advance
Display	-	2-line	2-line	2-line backlit
Programmable buttons	8	12	12	19
Handsfree	One-way	One-way	Two-way	Two-way
Extra modules (KEY, BLF)	-	-	ano	ano

Telephone Display

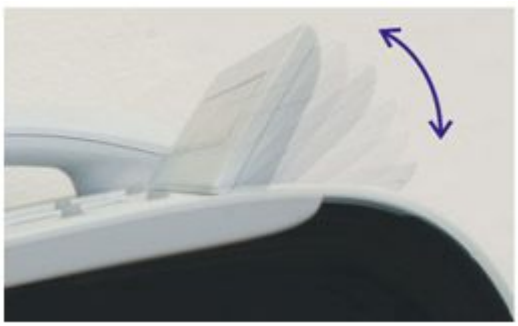
All the 2N® StarPoint 500 telephones (except for Entry ones) are equipped with a two-row display. The display contrast is adjustable in eight steps; time is displayed in 12h or 24h formats. Refer to Settings for display parameter details.

Display default:



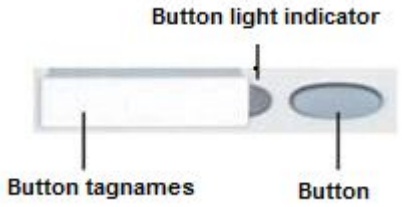
- **Station number – this item depends on your PBX setting. The station number, name, or both can be displayed.**
- **Current profile – this item depends on your PBX setting.**

To work more comfortably with your 2N® StarPoint telephone, adjust the display tilt in six steps:



Programmable Buttons

The 2N® StarPoint 500 telephones are equipped with programmable buttons. Use the 2N® – NetStar Assistant to program the buttons. The system administrator defines the basic settings, the user may adjust the button settings as required



Numerical Keypad Buttons

The 2N® StarPoint numerical keypad is used for dialling numbers, typing text messages and entering contacts into the telephone directory. Therefore, multiple characters are assigned to each key. Press a key repeatedly to proceed to the next character. The table below gives a clear overview.

Button	Signs and Functions
1	1, ., ?, !, comma, ;, :, @, &, -, +, *, /, =, %, (,)
2	2, a, b, c
3	3, d, e, f
4	4, g, h, i
5	5, j, k, l
6	6, m, n, o
7	7, p, q, r, s
8	8, t, u, v
9	9, w, x, y, z
*	*, +, #
0	0, space
#	#, switching modes Abc/ABC/abc/123

Dialling numbers – you cannot switch the terminal into the editing mode while dialling since it is useless. If you need special characters, press * and #.

Editing text messages – you need the most comprehensive set of characters to edit text messages. The Abc editing mode is enabled by default and you can change it any time by pressing #.

Entering contacts – the editing (Abc) and numerical (123) modes are enabled automatically depending on whether you are entering a contact name or a contact number. Press # to switch the mode any time.

OptiSet Terminals

The 2N® OptiSet telephone sets are digital key system phones designed for the 2N® – NetStar system. They represent an earlier type of telephones intended for common office operations. The phones are equipped with programmable buttons and, with the exception of 2N® OptiSet Entry, a two-row display.

2N® OptiSet Entry

2N® OptiSet Standard

2N® OptiSet Advance

2N® OptiSet Entry

The telephone:

- **is intended for basic use by undemanding users;**
- **is not equipped with a display, which excludes telephone-based configuration and/or use of a telephone directory;**
- **is equipped with three programmable buttons;**
- **cannot be extended with an additional button module;**
- **does not support HandsFree and/or Speakerphone.**

2N® OptiSet Standard

The telephone:

- **is equipped with a two-row display;**
- **is equipped with twelve programmable buttons;**
- **cannot be extended with an additional button module;**
- **supports HandsFree.**

- **The , and buttons are used for menu browsing and configuration. The terminal is controlled identically as the 2N® StarPoint terminals.**

2N® OptiSet Advance

The telephone:

- **is intended for demanding users, assistants and operators.**
- **is equipped with a two-row display;**
- **is equipped with twelve programmable buttons;**
- **can be extended with an additional button module;**
- **supports HandsFree.**

- **The , and buttons are used for menu browsing and configuration. The terminal is controlled identically as the 2N® StarPoint terminals.**

OpenStage Terminals

The 2N® OpenStage telephone sets are digital key system phones designed for the 2N® – NetStar system. They represent an innovative type of terminals, which can be widely used thanks to a variety of types.

2N® OpenStage 10T

2N® OpenStage 15T

2N® OpenStage 20T

2N® OpenStage 40T

2N® OpenStage 10T

The telephone:

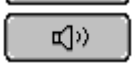
- **is intended for basic use by undemanding users;**
- **is not equipped with a display, which excludes telephone-based configuration and/or use of a telephone directory. Therefore, the phone is not provided with menu browsing buttons.**
- **is equipped with three programmable buttons;**
- **cannot be extended with an additional button module;**

- **has dedicated buttons for:**
  - **– HandsFree activation;**
  - **and** **– volume control.**

2N® OpenStage 15T

The telephone:

- **is equipped with a display;**
- **is equipped with eight programmable buttons;**
- **can be extended with an additional button module;**

- **has dedicated buttons for:**
  - **– access to call history;**
  - **– access to SMS messages (reading/viewing);**
  -  **– HandsFree activation;**

- o and – volume control.

Control:

The **buttons are used for menu browsing and configuration.**

- **corresponds to**
- **corresponds to**
- **corresponds to**

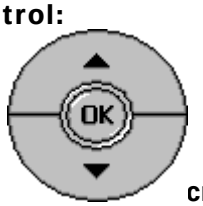
2N® OpenStage 20T

The telephone:

- **is equipped with an adjustable display;**
- **has no programmable buttons;**
- **cannot be extended with an additional button module;**

- **has dedicated buttons for:**
  - o **– access to call history;**
  - o **– access to SMS messages (reading/viewing);**
  - o **– HandsFree activation;**
  - o **and** **– volume control;**
  - o **– call holding (Flash);**
  - o **– Redial;**
  - o **– Do Not Disturb (DND);**
  - o **– Mute function.**

Control:

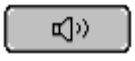
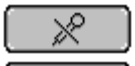
The  **cross buttons are used for menu browsing and configuration.**

- **corresponds to**
- **corresponds to**
- **corresponds to**

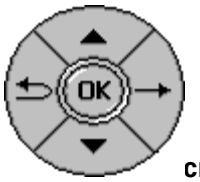
2N® OpenStage 40T

The telephone:

- **is equipped with an adjustable six-row display;**
- **has six programmable buttons;**
- **can be extended with an additional button module;**

- **has dedicated buttons for:**
  - o **– access to call history;**
  - o **– access to SMS messages (reading/viewing);**
  - o  **– HandsFree activation;**
  - o **and** **– volume control;**
  - o **– call holding (Flash);**
  - o **– Redial;**
  - o **– Do Not Disturb (DND);**
  - o  **– Mute function;**
  - o **– head set activation.**

Control:

The  **cross buttons are used for menu browsing and configuration.**

- **corresponds to the Back (Esc) button. It is used for rejecting calls, deleting texts or quitting menus.**
- **corresponds to**
- **and** **correspond to**
- **corresponds to**

2 Installation

Here is what you can find in this section:

- **Before Installation**
- **Mounting**

2.1 Before Installation

The 2N® StarPoint 500 telephone sets are digital key system phones designed for the 2N® – NetStar system. All of them (except for the 2N® StarPoint 500 Entry phones) are equipped with a two-row display, programmable buttons, the HandsFree function, and other options and accessories. The telephones are available in the arctic or anthracite colour versions.

2N® StarPoint 500 Types:

2N® StarPoint 500 Entry

2N® StarPoint 500 Economy/Standard

2N® StarPoint 500 Advance

A telephone for common traffic – 2N® StarPoint 500 Entry – is a simple digital telephone without a display, with 8 programmable buttons and one-way Speakerphone (it is not equipped with a microphone for HandsFree but uses the handset microphone).

A mid-range office telephone – 2N® StarPoint 500 Economy, Standard – is the basic type of a digital key system phone with a two-row display and 12 programmable buttons. The Economy model offers a one-way Speakerphone (is not equipped with a HandsFree microphone); the Standard model has a two-way Speakerphone (is equipped with a HandsFree loudspeaker and microphone). The Economy model is not equipped with interfaces for optional modules (e.g. button modules).

A managerial telephone – 2N® StarPoint 500 Advance – is the most advanced of all 2N® StarPoint 500 telephones. The phone is equipped with a backlit two-row display, 19 programmable buttons and an interface for additional modules. A head set can be connected too. The apparatus provides a two-way Speakerphone (a loudspeaker and microphone are available for the HandsFree function).

Phone Package Contents

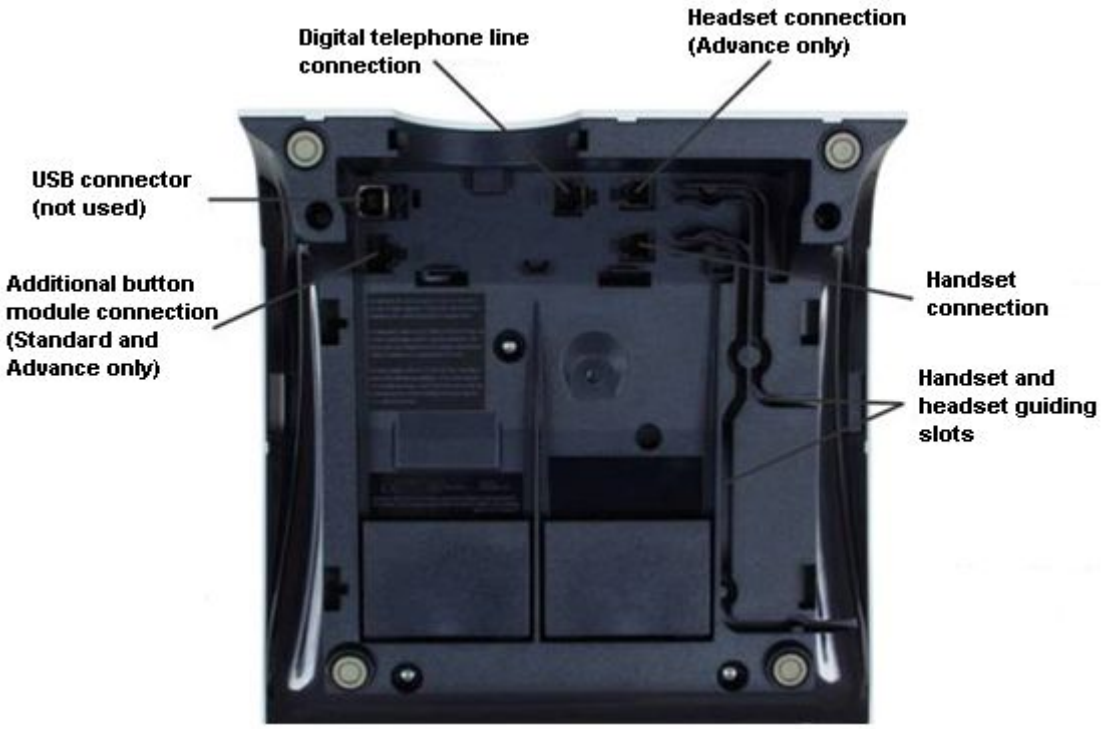
- **a telephone set;**
- **a telephone socket cable;**
- **User Manual and Warranty Certificate;**

- **button tagname templates.**

Putting in Operation

1) Unpack the telephone set.
2) Connect the handset to the telephone set using a twisted cable (from the bottom – see the figure below).
3) Connect the telephone set to the telephone socket using the cable included in the delivery.

Be sure to connect the 2N® StarPoint 500 phone to a dedicated socket only.


Digital telephone line connection
Headset connection (Advance only)
USB connector (not used)
Additional button module connection (Standard and Advance only)
Handset connection
Handset and headset guiding slots

2.2 Mounting

Accessories

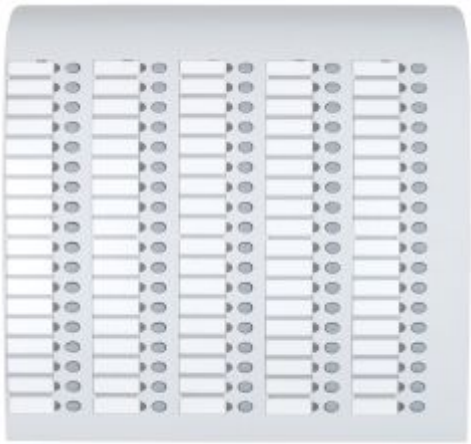
Optional acccessories can be connected to the 2N® StarPoint 500 phone bottom for convenience: additional button modules or head sets.

Button Modules

A 16/90-button console can be added to the 2N® StarPoint 500 Standard and Advance phones to increase the count of available buttons. Connect multiple consoles serially to get an extremely high number of buttons. Program the console buttons like your telephone buttons. 18-button module is only available for the 2N® OpenStage 15T and 40T terminals.

Every 90-button module needs a power supply of its own. Every other 16-button module needs a power supply of its own.

Console, 16 buttons – 2N® StarPoint



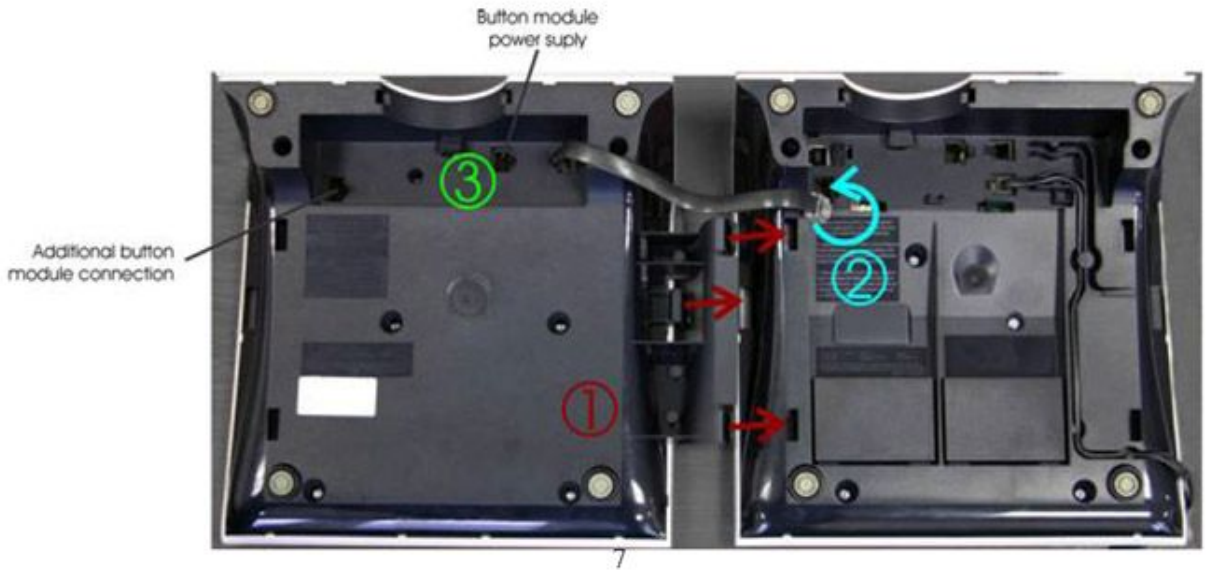
Console, 90 buttons – 2N® StarPoint

Console, 18 buttons – 2N® OpenStage

Button Console Connection

1) **Connect the console mechanically to the phone.**
2) **Interconnect the telephone and the console using a cable.**

3) Connect the included mains adapter to the dedicated bottom socket for power supply.



3 Configuration

Here is what you can find in the section:

- **Active Language**
- **Volumes**
- **Standard Ring Tone**
- **Time Scheme**
- **Display Contrast**
- **Information Type**
- **Incoming View**
- **Key Timeout**
- **Other**

3.1 Active Language

Use the Active language item to change the terminal user language. Push and to select one of the PBX supported languages. English and Czech are supported by default. Confirm your selection with .

If you want to use a language that is currently not supported by your system, contact your PBX administrator.

3.2 Volumes

Use the and arrows to adjust the volume levels in all submenus. Push for confirmation.

Handset volume – set the handset volume level (i.e. how you can hear the opponent with your handset picked-up).

HandsFree volume – set the HandsFree volume level (i.e. how you can hear the opponent in the HandsFree mode with your handset hung-up).

Ringing volume – set the phone ringing volume (i.e. how loud the telephone should ring to announce an incoming call).

Keys volume – set the phone button volume (i.e. how loud a keystroke should be signalled in the handset).

3.3 Standard Ring Tone

Use the Standard ring tone item to change your terminal ringing tune. Push and to execute the change. You can currently check the effect of the changes thanks to sound examples. Confirm the selected tune with .

3.4 Time Scheme

Use the Time scheme item to change the time format to be displayed: twenty-four or twelve hours. Push and to execute the change and confirm the selection with .

3.5 Display Contrast

Use the Display contrast item to change the terminal display contrast. Push and to execute a change. You can currently check the effect of the changes. Confirm the selected level with .

3.6 Information Type

Use the Information type item to change the information displayed in the bottom display row when the terminal is at relax. Push and to select the required information type and push for confirmation. The following options are available:

Name – the station name is displayed to the left in the bottom row.
Name and number – the station name is displayed to the left and the station number to the right in the bottom row.
Name and profile – the station name is displayed to the left and the current profile to the right in the bottom row.
Number – the station number is displayed to the left in the bottom row.
Number and profile – the station number is displayed to the left and the current profile to the right in the bottom row.
Profile – the current profile name is displayed to the left in the bottom row.

The complete information on a telephone at relax also includes the current date and time in the selected format.

3.7 Incoming View

Use the Display incoming item to change the displayed information to signal an incoming call. Push and to select a new item and confirm the setting with . The following options are available:

Called – the called number is displayed.
Called, calling – the calling name (or number) and called number are displayed alternately.
Called, calling list – the calling name (or number) and called name (or number) are displayed alternately.

3.8 Key Timeout

Use the Editing delay item to change the interval for entering subsequent characters in the 2N® StarPoint system. Push and to select one of seven pre-defined levels. Confirm your selection with .

3.9 Other

Presentation Text

Presence text is a short message to be displayed to calling users in case the calling party uses a display-equipped 2N® StarPoint terminal. Typically, each user profile has a unique presence message announcing whether or not the user is currently available.

To set the presence text:

1) Find Presence text in the Telephone settings menu and press ✓ for confirmation.
2) Type the presence text using the numerical keypad buttons. Use the # button to type capital letters and digits. Press the 1 button to enter special characters.
3) Confirm the complete text with ✓.

If you want to set a presence text for a profile, make sure that the profile is activated.

System Information

To display system information on the PBX, select the System information item in the Telephone settings menu using the ◄ and ► arrows and press ✓ for confirmation. The current PBX firmware version and uptime value are displayed.

4 Function and Use

Here is what you can find in the section:

- **Basic functions**
- **Advanced functions**
- **Other**

4.1 Basic Functions

Outgoing Call

1) Pick up the handset. You can hear the dialtone.
2) Dial a number. Having dialled the last digit, wait for automatic call setup.
3) If stored in your or group directory, the called subsriber's name is also displayed.
4) The call time will be displayed when the called subscriber answers.
5) If the called user is busy, you will get the busy tone and the Call end message gets displayed.

Or, you can enter the called number on your phone diplay first and then pick up the handset to set up the call.

Push the HandsFree button to use the HandsFree function instead of lifting the handset. The HandsFree button indicator signals activation. Push the HandsFree button again to terminate the current call.

If the HandsFree button is not programmed on your phone, just press the **confirmation button after dialling a number to activate HandsFree .**

Outgoing Call from Telephone Directory

To facilitate dialling, program a telephone directory access button. Use the directory to search items according to their names or name parts. Pick up the handset, press **for confirmation, or push the HandsFree button to dial the telephone number for the selected list item.**

Speed Dialling

You can program the so-called speed (quick) dialling buttons for frequently used numbers. Just push the button once to dial the selected telephone number.

Calling Line Identification Restriction

Use the CLIR (Calling Line Identification Restriction) button to restrict your identification.

Remember to press this button before dialling a number. The active CLIR mode is signalled by the button LED indicator. CLIR remains active until you re-press this button. If you activate CLIR during dialling, it will be active for the next call.

Incomig calls

An incoming call is signalled by displaying the calling station name and/or telephone number or the called number if possible. Names from your private phone directory or the system administrator directory are assigned to the numbers.

Pick up the handset to answer the call. Press the confirmation or HandsFree button to answer the call in the HandsFree mode.

During a call

Switching to HandsFree During a Call

Suppose you are speaking with your handset picked-up, but suddenly you have to put the handset aside without ceasing to speak. Push the HandsFree button. The telephone transits into the HandsFree mode as signalled by the button LED. Now you can hang up and go on speaking. Push the HandsFree button with your handset hung-up to terminate the call.

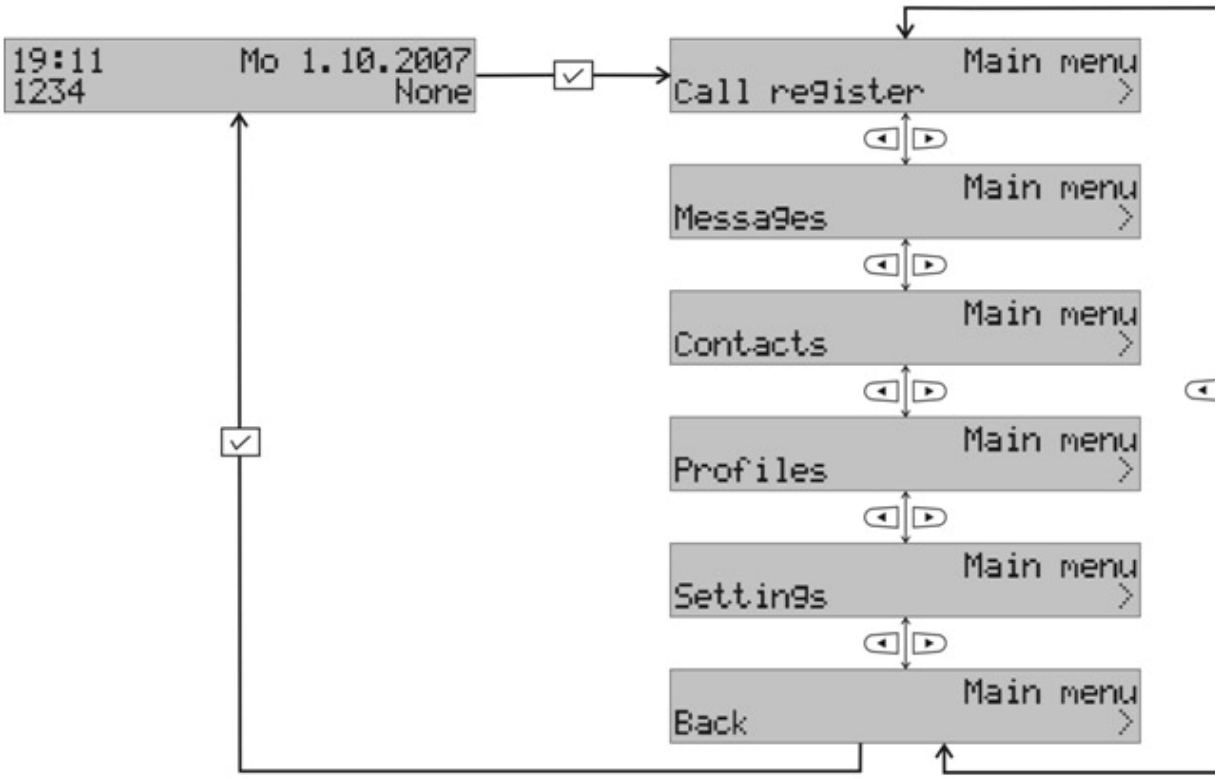
The function only works with the HandsFree or Speakerphone supporting terminals.

Handset/HandsFree Volume Control

Use the and buttons to adjust the volume of the handset or HandsFree mode during a call. The change will apply to the currently active mode (handset/HandsFree).

Main Menu

Press the confirmation key when the telephone is at relax to enter the main menu. Use the and arow keys to browse through the menu items. Press to enter the submenus. You can program an ESC button to accelerate your return to higher menu levels.



If you press at relax, you will get directly to the List of called numbers.

If you press at relax, you will get directly to the menu Contacts (Telephone directory).

Programmable Buttons

Activate Profile

Use the function to easily activate and deactivate a user profile.

Use:
Push the button with this function to activate the profile. The LED indicator of the respective button is shining while the profile is active. Re-push the same programmable button to deactivate the profile, or activate another profile, thus deactivating the current profile automatically.

CLIR (Identification Restriction)

CLIR means Calling Line Identification Restriction. Use the function to hide your outgoing identification during call setup.

Use:
Push the function button before dialling the number (before picking up the handset). The active CLIR state is indicated by a shining button LED. Identification will be restricted for all subsequently set-up calls. Re-push the button to cancel the function.

The resultant effect of CLIR depends on additional settings of your PBX for calls outside the PBX. Consult your system administrator in the event of error.

Default

The programmable button with this "function" helps you use the functions defined by the PBX administrator. These functions can be "inherited" by connected terminals unless the user sets a function of its own that is always preferred to the global settings of the PBX.

Esc (Back)

Use the function primarily to easily quit a menu, cancel current actions, delete edited symbols and reject incoming calls. It is one of the most important functions of the terminal, which improves the user comfort above all.

Use:
Whenever the terminal gets into the state in which this function button can be used, the respective LED indicator will go on.

Flash (Call Holding)

Use the function to put a call on hold for call transferring or consulting purposes. The function also enables active and held calls to be switched.

Use:
Push the function button during a call. The call will be put on hold and you will hear the dialtone and can dial another station number. The opponent will hear music. Having set up the other call, you can push the same button to switch the calls.

HandsFree/Speakerphone

Use this function to make HandsFree calls. Some terminals are not equipped with an external microphone and cannot make full use of this function. For such terminals the Speakerphone function is available. This function uses the standard handset microphone instead of an external microphone and the call quality is usually lower.

Use:
If you push the button during an incoming call, you will answer the call in the HandsFree mode, which is signalled by the button LED. Re-push the button to terminate the call.
If you push the button during a call with your handset picked-up, the telephone

switches into the HandsFree mode too. This is signalled by the button LED. Now you can hang up the handset without terminating the call.

Call Slot

Use the function to make multiple calls from one terminal by holding the previous call and setting up a new call using another call slot. By default, each terminal has three call slots.

Use:
Push the unused ("switched-off") call slot button during a call. The active call will be put on hold as with the Flash function, you will hear the dialtone and the held user will hear pre-defined music. If there are more calls in your terminal call slots, you can switch them using the respective call slot buttons. The active call slot LED is shining while the held call slot LED is flashing. The unused call slot LED is off.

Intercom

Intercom is a special type of call where a predefined telephone number is dialled by pressing the Intercom function button and the called station receives the call automatically in the HandsFree mode. The function is suitable for flexible communication – you can speak the moment you push the button.

The Intercom function works with the 2N® StarPoint 500 telephones only; if a different telephone type is used, the call is not answered automatically.

Use:
Press and keep pressed the button with the Intercom function. Start speaking when you hear a beep. The called user answers the call automatically in the HandsFree mode. The called party gets an acoustic signal before the call. Keep the button pressed during the whole call. Release the button to terminate the connection.

Mute

Use the function to temporarily mute the microphone during a call.

Use:
Push the function button during a call. The opponent cannot hear you. The muted state is signalled by a flashing button LED indicator. Re-push the button to re-activate the microphone.

Call Recording

Use the function to enable call recording. This function is based on the PBX administrators's permission to record.

Use:
Push the button with the recording function any time during a call. The active state is indicated by the button LED. Re-push the button to stop recording.

Do Not Disturb (DND)

Use the function to switch the terminal into the DND (Do Not Disturb) mode. In this mode, outgoing calls can be set up, but incoming calls are rejected. Missed calls are shown on the telephone display.

Use:
Push the button with the DND function. The active state is indicated by the button LED. Re-push the button to deactivate the function.

Profiles

Use the function to set a quick access to the Profiles menu.

Answered Calls

Use the function to set a quick access to the list of answered calls.

Received Messages

Use the function to set a quick access to the list of received messages.

Redial

Use the function to redial the last successfully dialled number (incorrectly dialled numbers are ignored).

Use:
Push the button with the Redial function and the terminal sets up a call to the last-dialled number automatically. If the handset is hung up at the moment, the call is set up in the HandsFree mode.

State/Speed Dialling

The button with the State function only enables you to monitor the activity of a selected user, station or port. In that case, the button LED indicates the following states:

Object at relax – the LED is off.
Object ringing – the LED is flashing quickly.
Object busy with call – the LED is shining continuously.

You can also use the State button for Speed dialling. This function helps you dial a selected number by pressing a single button. You can assign both user numbers and service access codes to the button.

Use:
Push the pre-defined button to dial the number. If the handset is hung up at the moment, the call is set up in the HandsFree mode.

The state and speed dialling functions can be combined as necessary. For example, you can monitor a station other than the speed-dialled one.

Phone Directory

Use the function to set a quick access to the phone directory.

Outgoing Calls

Use the function to set a quick access to the list of outgoing calls.

Missed Calls

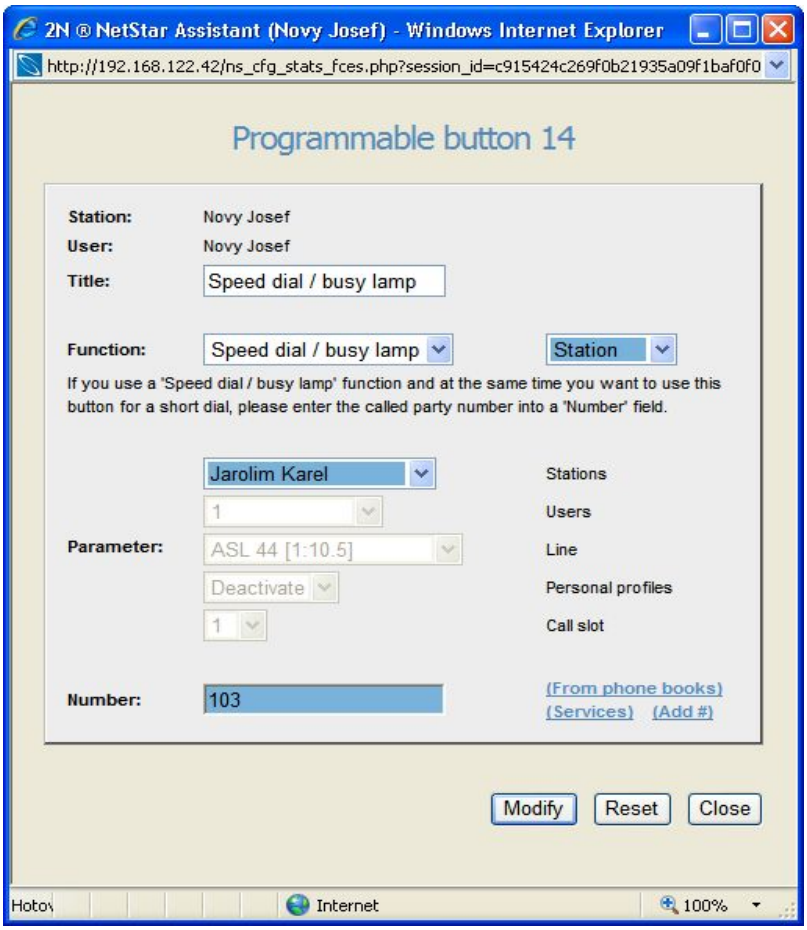
Use the function to set a quick access to the list of missed calls.

4.2 Advanced functions

Button Function Assignment

The system administrator or a 2N® – NetStar Assistant user may program the 2N® StarPoint programmable buttons. To assign a function to a programmable button:

1. **Log in to the 2N® – NetStar Assistant web interface.**
2. **Select the Telephones menu in the upper toolbar.**
3. **Select the 2N® StarPoint type in the menu.**
4. **Click on the button to be programmed in the terminal figure to open the window as shown in the figure below.**
5. **Select the required function in the Function menu. Complete the other active windows if necessary (station name, user name, number, etc.) and click on Change for confirmation.**
6. **The button is now ready for use.**



The functions of some buttons are pre-defined by your system administrator. Typically, they include Back (Esc), Redial, Access to missed calls, Call holding (Flash), Call slots and HandsFree. Therefore, you do not have to assign these functions any more.

Button Tagnames

The 2N® – NetStar Assistant system is equipped with the automatic button tagname creating function.

Procedure:

1. **Click on the Prepare for printing item on the main telephone setting screen.**
2. **This creates and displays a complete template in the PDF format. The template consists of tagnames defined and displayed in the 2N® – NetStar Assistant environment.**

Make sure that a suitable PDF file browser has been installed for template viewing and printing (e.g. Adobe Reader).

Response to Missed Call

Situation:
The phone is signalling missed calls. You want to reply to these calls.

Procedure:

1. **Push to enter the list of missed calls.**
2. **Or, use the pre-programmed missed call accessing button if available.**
3. **If the missed call is not displayed, push to enter the main menu, select Call register and then Missed calls.**
4. **Now you can see the list of missed calls on your display. Use and to browse through the list items.**
5. **Having selected the item to be called (using the confirmation button), pick up the handset or push the HandsFree button.**

Call to Previously Called Number

Situation:
You want to make a call to a number you called before.

Procedure:
Use the outgoing call history for calling a previously called number.

1. **Push the outgoing call accessing button if pre-programmed to enter the list. If the button is not programmed, push to enter the phone main menu, select Call register and then Dialled numbers.**

2. Use and to browse through the list items.
3. Pick up the handset, or press the HandsFree button to dial the selected number.

Call to Previously Calling Number

Situation:
You want to make a call to a number from which you were successfully called before.

Procedure:

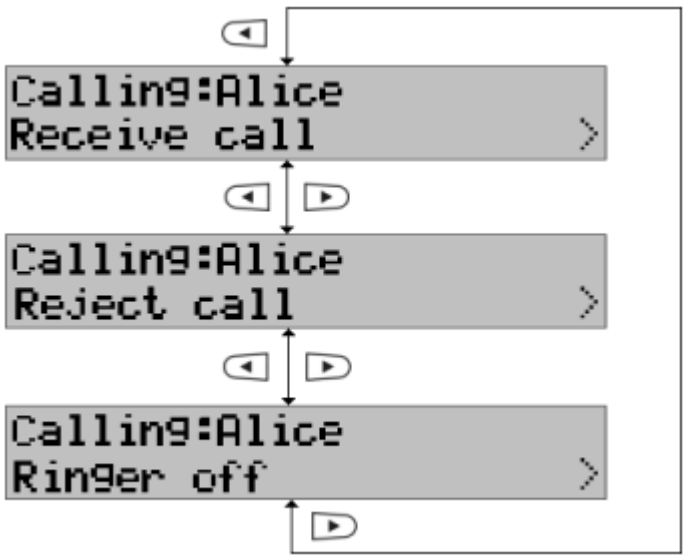
1. Push the answered call accessing button if pre-programmed to enter the list. If the button is not programmed, push to enter the phone main menu, select **Call register** and then **Received calls**.
2. Use and to browse through the list items.
3. Having selected the item to be called (using the confirmation button), pick up the handset or push the HandsFree button.

Rejecting incoming call

Use the or arrows, select **Reject call** and press for confirmation. The calling subscriber will get the busy tone.

Or, you can use the Esc programmable button.

The diagram below shows a complete incoming call menu.



Ringing volume control

Suppose you do not want to answer or reject a call yet do not want to be disturbed by your telephone's loud ringing. In that case, either lower the volume or mute the call as follows.

1. **Push to adjust the ringing volume.**
2. **Push the or arrows, select Ringer off and press to mute ringing of an incoming call.**

Microphone muting

Do you need to consult a colleague of yours or just not to be heard during a call? Use the Mute function. Microphone muting is signalled by the button LED flashing. Re-press the button to switch the microphone on again.

Call transfer

Suppose you want to transfer your opponent to another telephone number during a call.

Call Transfer with Hang-Up Procedure:

1. **Push the Flash or Call slot programmable button.**
2. **You can hear the dialtone in your handset (the opponent hears music).**
3. **Dial the telephone number to which you want to transfer the call.**
4. **Hang up after receiving the ringing tone. The two subscribers will get connected.**

Call Transfer without Hang-Up Procedure:

Steps 1) through 3) are identical with those for call transfer with hang-up.

4. **Wait until the called subscriber answers the call.**
5. **Now you can push Flash or the respective Call slot button to switch between the active and held calls.**
6. **When you terminate the active call, you will automatically get through to the held subscriber.**

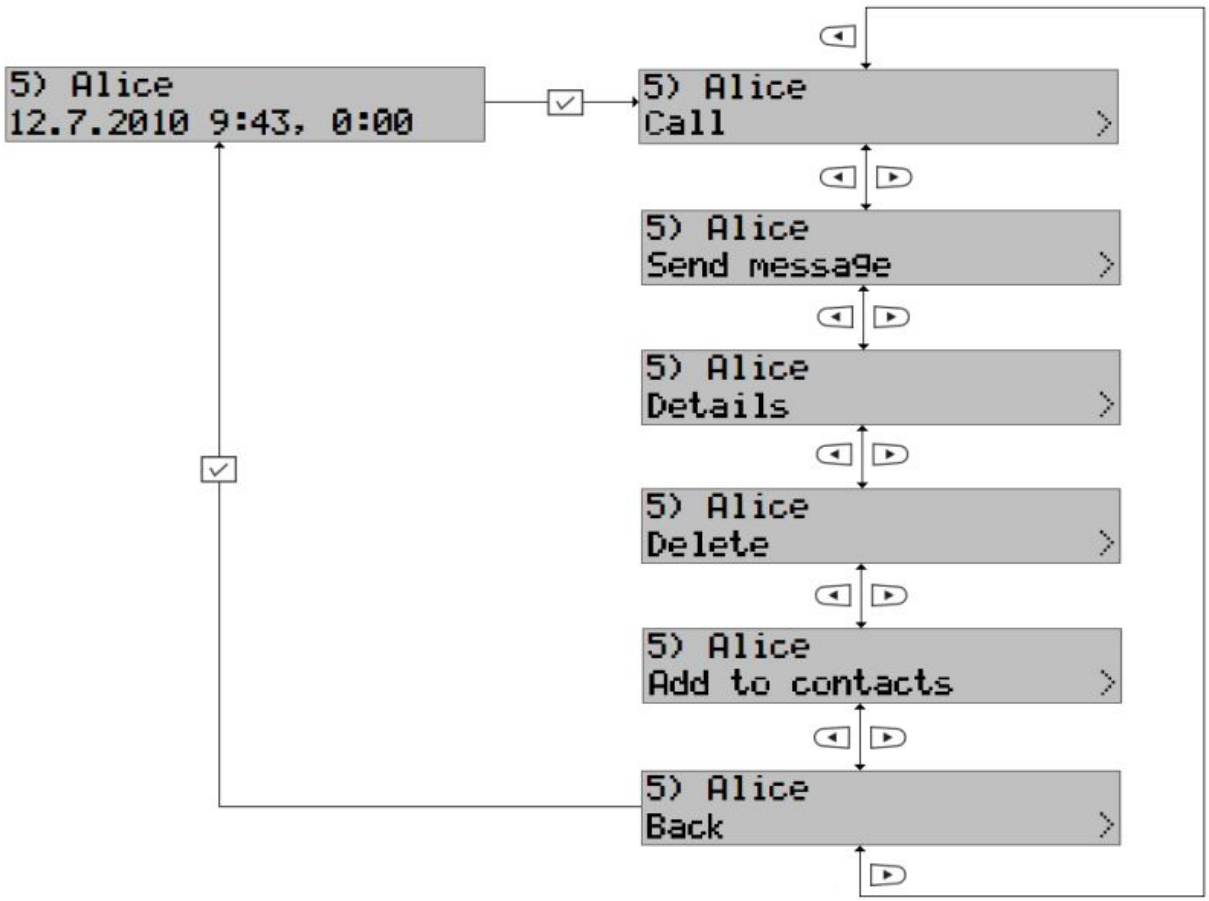
Call Transfer with Speed Dialling Procedure:

1. **Push the State / Speed dialling programmable button during a call to which the subscriber number that should receive the transferred call is assigned.**
2. **The active call is put on hold and a new call is set up to the required number.**
3. **Having received the ringing tone, hang up (Call transfer with hang-up), or wait for answer and then hang up to complete the transfer (Call transfer without hang-up).**

4.3 Other

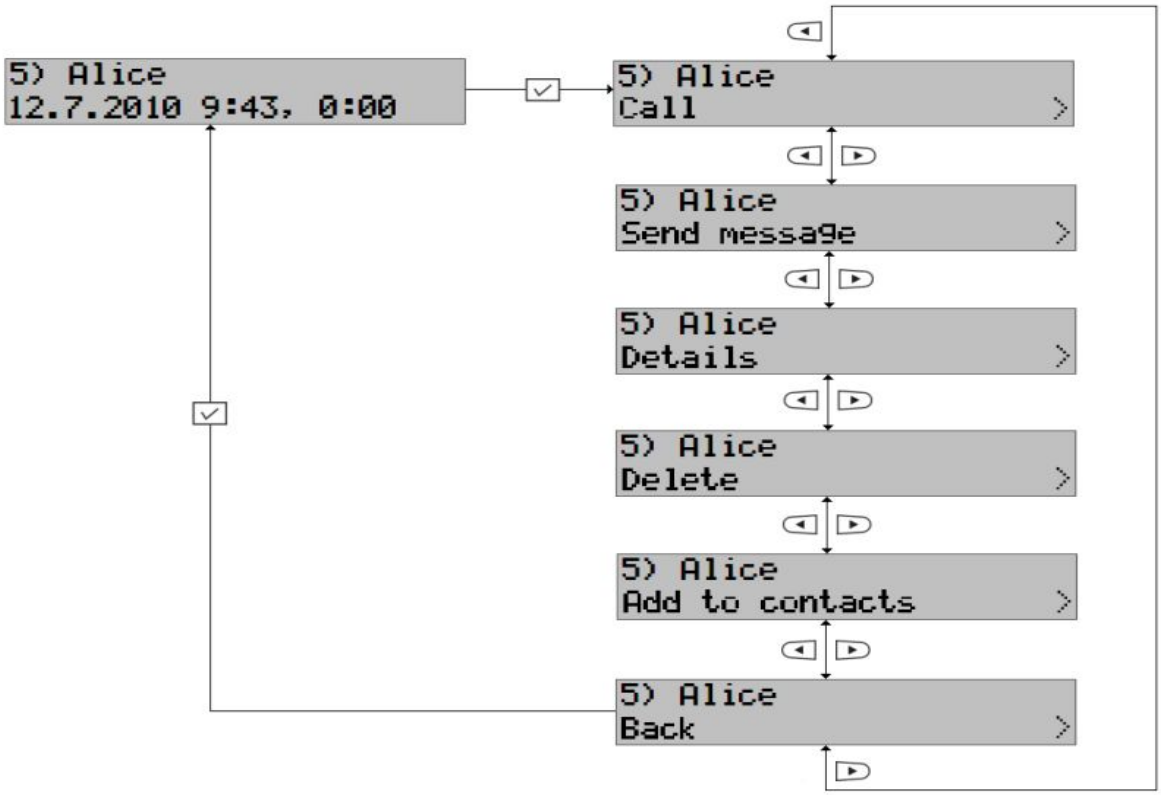
Call lists

The 2N® StarPoint key system phone main menu includes lists of missed, incoming and outgoing calls. Each list contains up to 1,000 records on latest calls. You can access the call lists both from the main menu and by pressing a programmable button. The lists are also accessible in the 2N® – NetStar Assistant user interface.



Missed calls

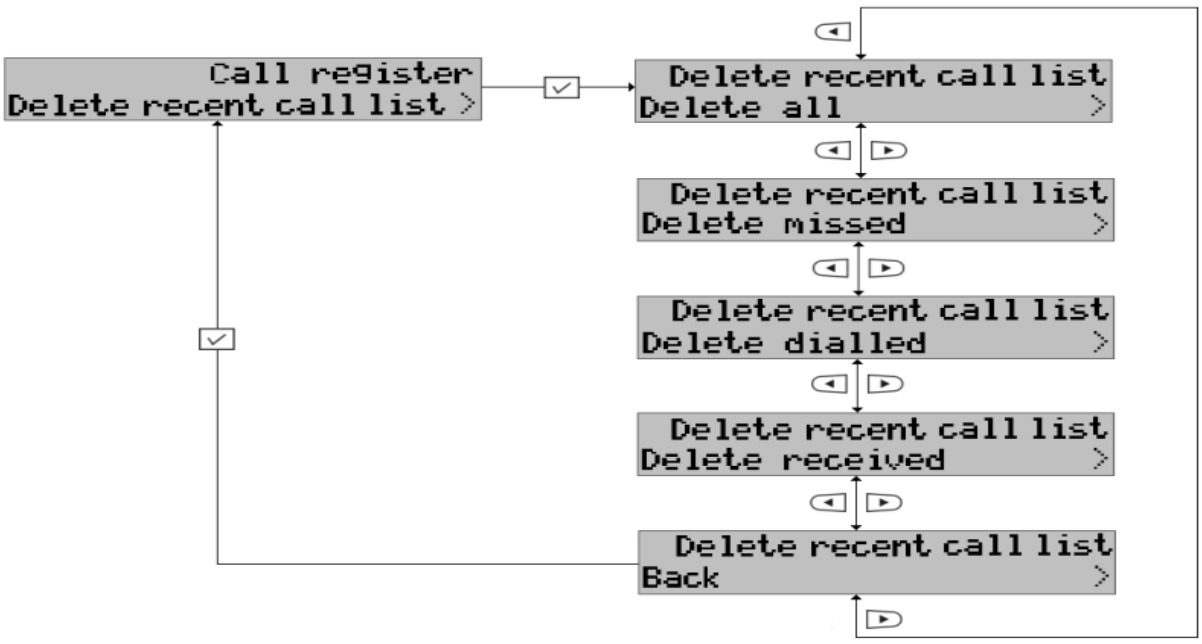
It is useful to program the call history access button particularly for missed calls. After programming the button, you will be notified of a missed call by a flashing LED and also on your phone display.



All call register items are displayed when you enter the appropriate list of calls. Use the ◄ and ► arrows to browse through the records. Push the ✓ confirmation button to display the submenus.

Delete Recent Call List

Use this option to easily delete a selected call history list or all lists at once. Confirmation is required before deletion. Once deleted lists cannot be recovered.



Contacts

In the 2N® – NetStar system, you can be assigned telephone directories by the system administrator or create your own telephone directories using your telephone or the 2N® – NetStar Assistant web application enviroment. Subsequently, you can search the directories and make calls or send SMS to selected items.

Access to Telephone Directory

In general, you can access the telephone directory in your telephone as follows:

1. **Push ▶ when your phone is at relax.**
2. **Use a programmable button with the Phone directory function.**
3. **Or, access the directory through the telephone menu. Enter the following sequence at relax: ✓ --> 2x ▶ --> 2x ✓.**

The first two items (alphabetically) are displayed when you enter the phone directory. Again, use ▶ and ◀ to browse through the items.

Telephone Directory Search

You are recommended to use the search function for extensive directories. Press any key on the numerical keypad while you are in the directory to activate the function.

Letters are entered using the numerical keypad – each numerical key is assigned defined letters (see the button tagnames). Each letter in the sequence is typed by a specific count of button presses. For example, letter E requires two presses of the 3 button. Do not enter the next character for searching until the display cursor moves. You can use the ESC button if pre-programmed to delete characters.

Whenever a character is entered, the telephone directory records are filtered automatically and you can browse through the filtered items using the arrows.

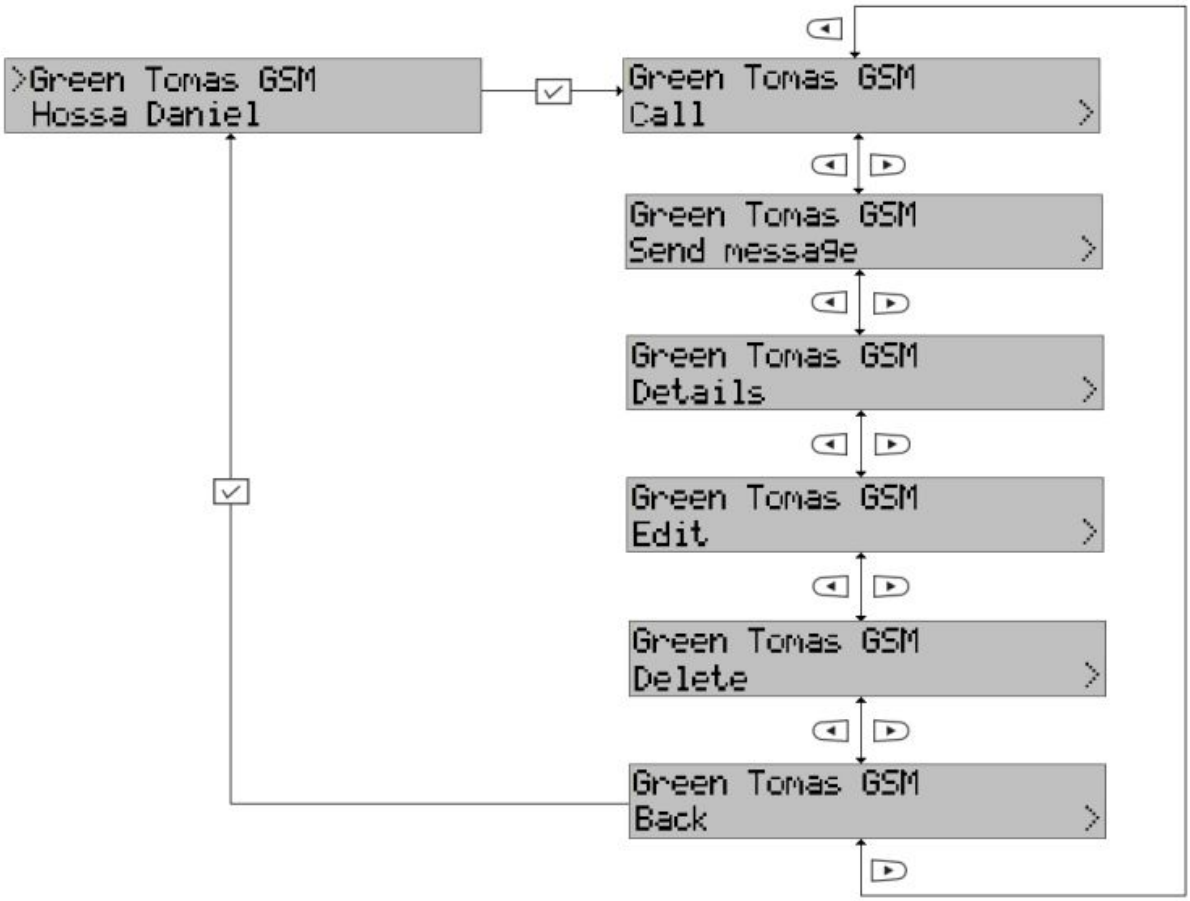
The first item containing the required character string is always displayed:

Use ▶ and ◀ to access the following items. If no item matches the string entered, the 'No match' message is displayed:

Push the ESC programmable button repeatedly to terminate filtering.

Record Processing Options

Use and to browse through the phone directory items. Push to display the contact submenu.



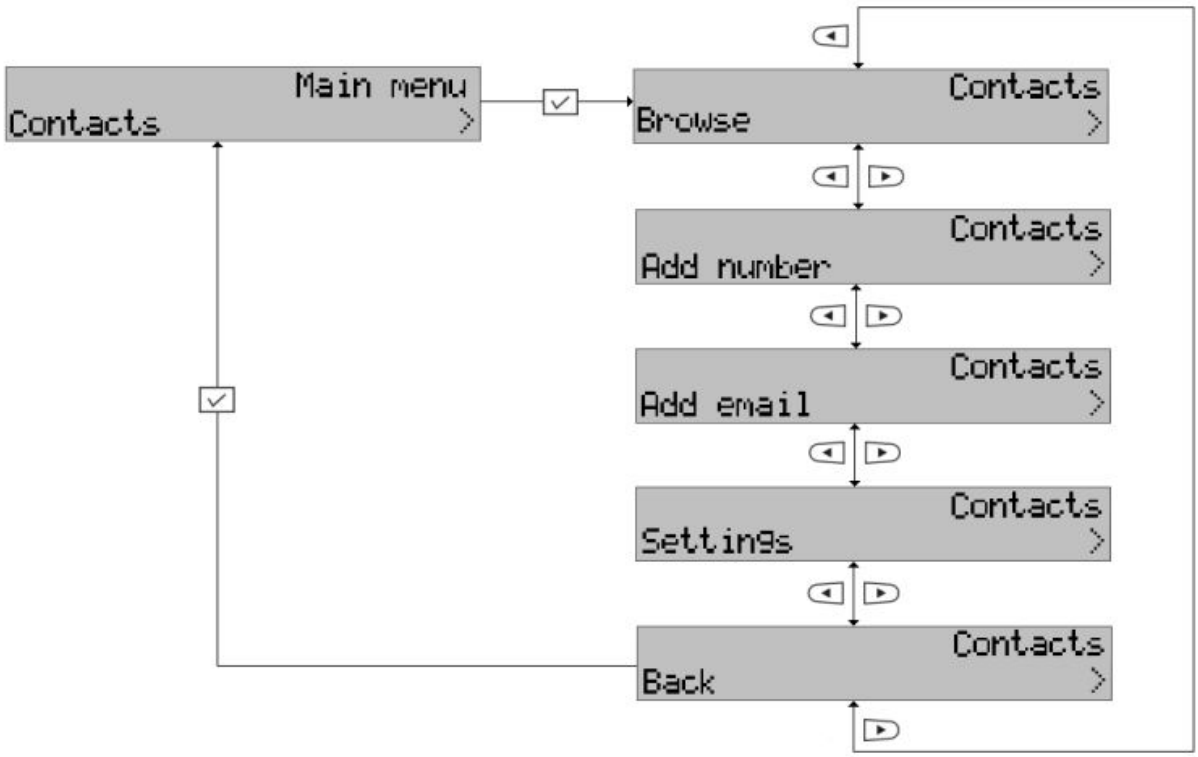
Call – press the key to set up a call to the selected record.

Remember that phone directory email items cannot be called but can only be sent messages.

Send message – press the key to enter the message editing section with the sender's number pre-defined.
Details – display complete information on the contact (name, number, prefix, email).
Edit – edit contact details sequentially. Push to move to the next contact detail.
Delete – delete the phone directory items in singles. Confirmation is required before deletion.

By deleting a global contact from your telephone you delete the same from the list of all users and so be very careful while using this function.

Menu Structure



Browse

Select this item to enter the telephone directory.

Add Number and Email

Add number – add an item to the phone directory to be called or sent messages. To add an item:

1. **Enter the name and push ✓ for confirmation.**
2. **Enter the contact number or URL and push ✓ for confirmation.**
3. **Select a prefix from the menu using the ◄ and ► buttons or confirm None with ✓.**
4. **The record will be stored in your user directory.**

Add email – add an item to the phone directory to be sent only text messages, which are transformed into email messages. To add an item:

1. **Enter the name and push ✓ for confirmation.**
2. **Enter the contact email address and push ✓ for confirmation.**
3. **The record will be stored in your user directory.**

Settings

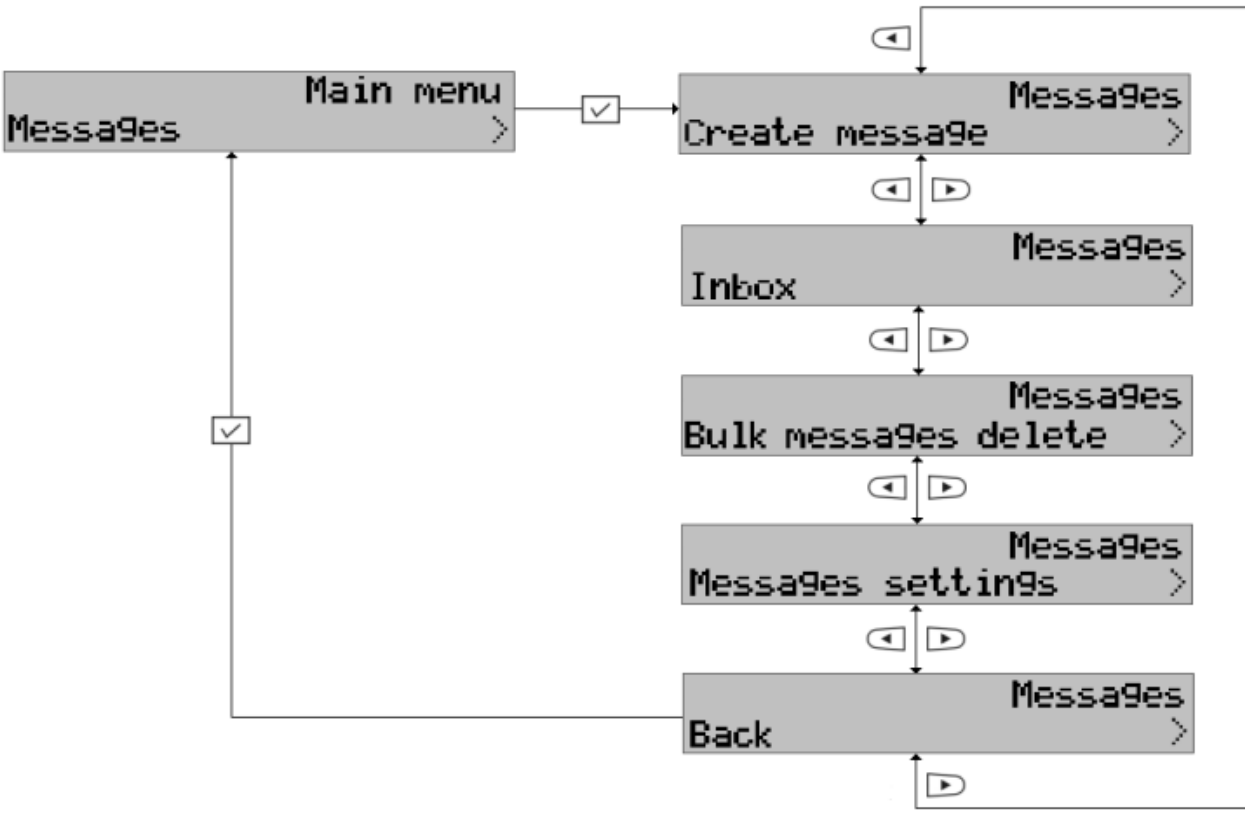
The menu offers two display options for the phone directory records. They are as follows:

Name and number – the contact name and number are displayed in the directory.

Name list – contact names are displayed only.

Messages

You can send and receive text messages using the 2N® StarPoint telephones. Refer to Create Message **for sending SMS and to** Inbox **for receiving SMS. The figure below shows the Messages menu structure. Push the following sequence to get into this menu at relax: --> --> .**



You can also use the 2N® NetStar – Assistant web application for sending and receiving SMS. Refer to the NetStar – Assistant manual **for more details.**

Create Message

1. Use the ◄ and ► arrows to select the **Create message** item in the **Messages** menu and press ✓ for confirmation.
2. Now type any text using your numerical keypad. Press the keys repeatedly to type different letters. Push the # button to switch to digits or capital letters. To enter such special characters as *, # a + push the * button repeatedly. Punctuation and other special symbols are available under the 1 button.
3. Having completed the message, push ✓ for confirmation.
4. Now choose whether to send the message to a number, email, or a selected telephone directory contact, or return into the editing mode. If you choose **Send to contact**, use the ◄ and ► buttons to browse through the contacts.
5. Having chosen a number, email address or contact, press ✓ to send the message.

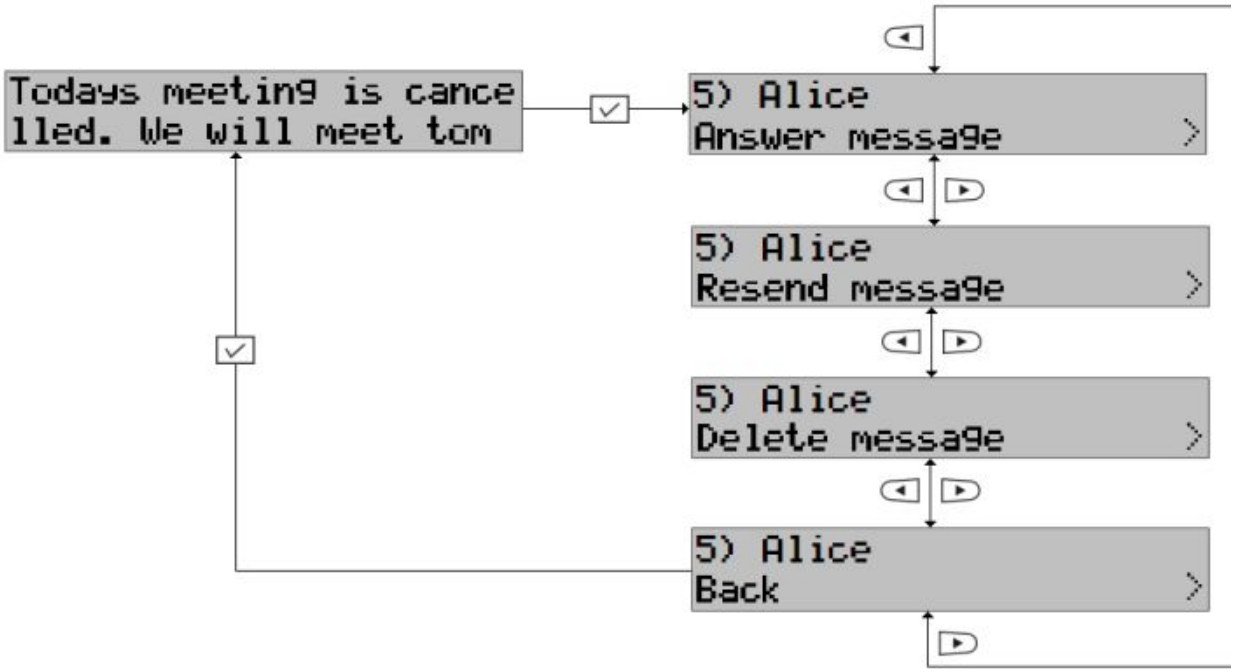
Inbox

To read a received message:

1. Push ✓ while an incoming message is signalled on the display.
2. Use the programmable button with the **Received messages** function.
3. Or, access the messages through the telephone main menu. Enter the following sequence at relax: ✓ --> ► --> ✓ --> ► --> ✓.

Message Processing Options

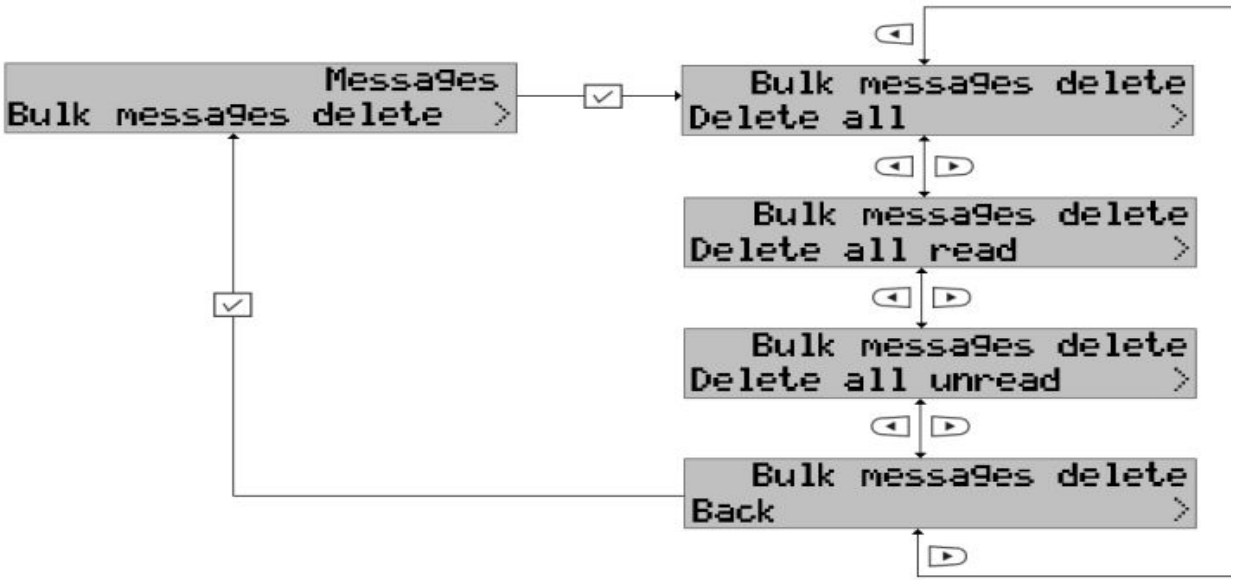
Press the ◄ and ► arrows to browse through the received messages. All new messages are denoted **New** before the sender's name until read. Press ✓ to read the message and ◄ and ► to scroll down in long messages. In addition to a text, a message contains some details, such as the sender's name and number, station type and date&time. Push ✓ again while reading your message to display the details.



Answer message – here you can easily send a reply to the number that sent the message. Type the reply and push ☑ to send the message.
Resend message – here you can alter and forward the message to another user.
Delete message – here you can delete the message. Confirmation is required before deletion.

Bulk Message Delete

Enter the following sequence at relax to enable mass deleting of messages: ☑ --> ▶ --> ☑ --> 2x ▶ --> ☑. The following options are available:



Use the ◄ and ► buttons to browse through these options. Push ✓ for confirmation.

Delete all – delete all user messages. Confirmation is required before deletion.
Delete all read – delete all user messages that have been read (those which are not marked New). Confirmation is required before deletion.
Delete all unread – delete all user messages that have not been read (those which are marked New). Confirmation is required before deletion.

Being deleted, the messages are completely removed from the system and cannot be recovered even using the 2N® NetStar – Assistant interface. Therefore, be careful while using this function.

Message Settings

The menu offers several display options for received messages. They are as follows:

Name and time – the name and receiving time are displayed in the list of received messages.

Number and time – the number and receiving time are displayed in the list of received messages.

Name list – senders' names are displayed only.

Number list – senders' numbers are displayed only.

Profiles

A variety of properties can be assigned to stations or users (profiles) in the 2N® – NetStar system for convenience. Subsequently, you can switch the profiles depending on time or user selection in order to change station forwarding, pre-programmable buttons or telephone/HandsFree volume quickly and easily. All user changes are added to the curently active profile. Each user may create up to eight profiles, which, together with the basic user setting, represents nine unique configuration settings.

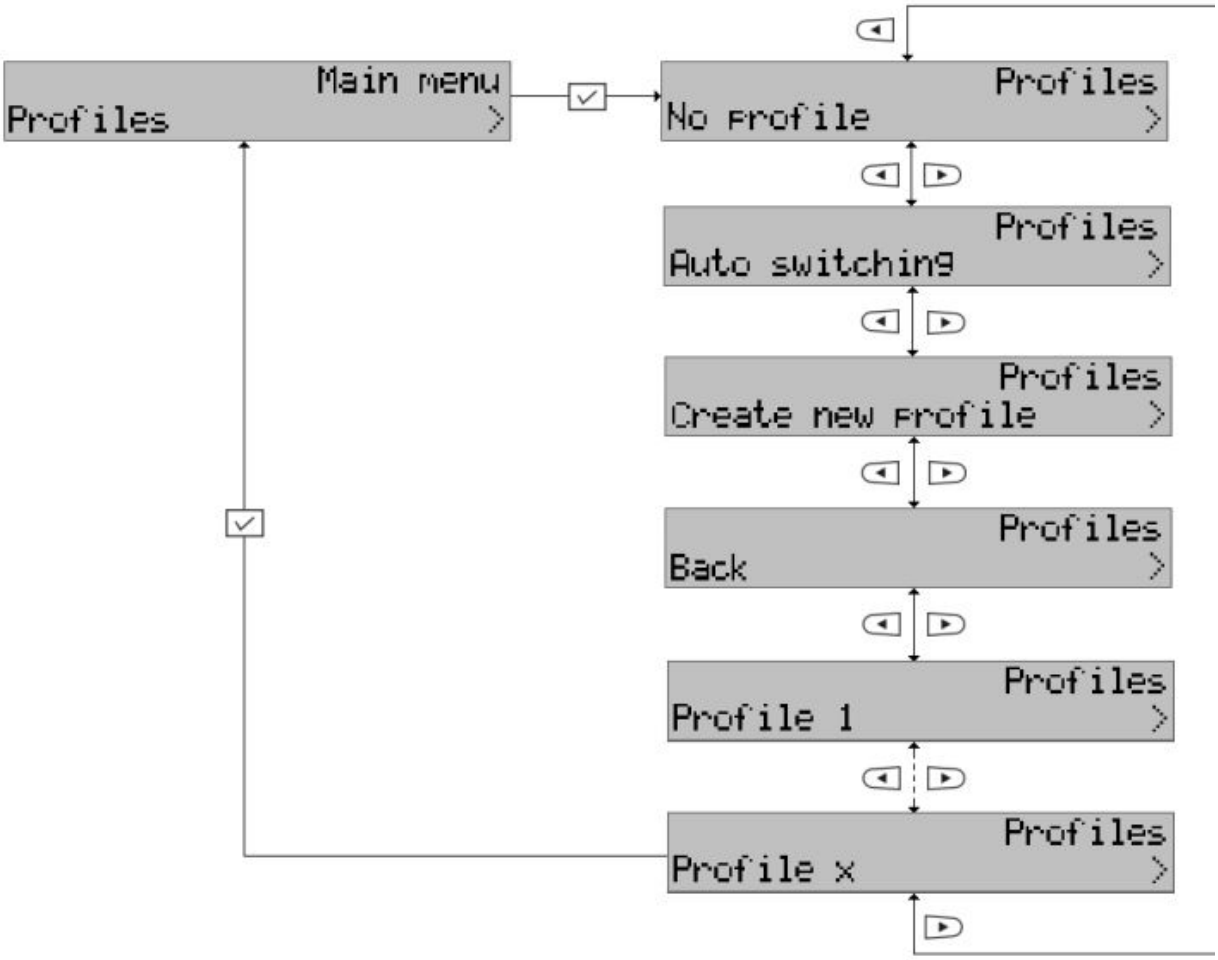
The 2N® – NetStar Assistant web application provides the user with extended profile editing options including time condition creation and links to selected profiles.

Menu Structure

To access the profile menu:

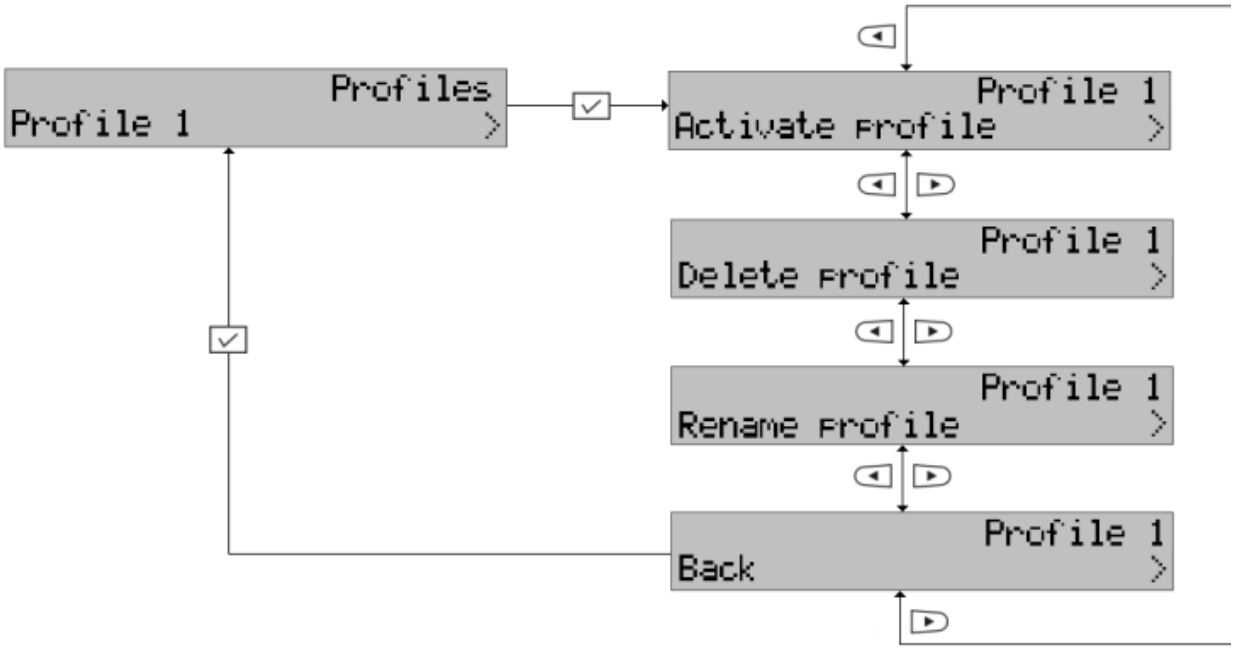
1. Use the programmable button with the Profiles function.
2. Find the Profiles menu in the 2N® StarPoint main menu. Enter the following sequence at relax: ✓ --> 3x ► --> ✓.

See the figure below for the menu structure. Push ◄ and ► to browse through the menu items and available profiles. Press ✓ for selection.



Profile Options

Having selected a profile in the Profiles menu and confirmed it with ✓, you get into a profile processing submenu. Use ◄ and ► to browse through the profile options. The figure below shows the profile processing structure.



Activate profile – enable the selected user profile.

You can also assign user profile activation to a programmable button.

Delete profile – delete the selected user profile. Confirmation is required before deletion.
Rename profile – rename the selected profile. A profile name may not occur more than once for one user.

Automatic Switching

You can switch profiles manually on your telephone, using a service, or bind them with time conditions and activate automatic switching. Time condition binding can be made by the system administrator and/or the user through the 2N® NetStar Assistant web application, where the global time conditions can be used or new user conditions can be created as necessary.

To activate automatic profile switching from your 2N® StarPoint telephone, select Automatic switching in the Profiles menu using ◄ and ► and press ✓ for confirmation. Automatic profile switching according to time conditions will be activated automatically.

By activating a profile manually in the automatic profile switching mode you disable automatic switching.

Create New Profile

A profile may be created by the system administrator or a user using the 2N® StarPoint terminal or the 2N® – NetStar Assistant web application. Each user may create up to eight profiles.

To create a new profile:

1. **Use the and buttons to find the Create new profile selection in the Profiles menu and push for confirmation.**
2. **Enter the new profile name and confirm with . A profile name is not allowed to occur more than once for one user.**
3. **A new profile will be created if you have entered a correct name and have not exceeded the limit of 8 profiles.**

--

5 Supplementary informations

Here is what you can find in the section:

- **Maintenance**
- **Technical parameters**
- **Important warnings and Certifications**
- **Troubleshooting**
- **Glossary**
- Broad indicative guidelines
- Index
- **Figures list**

5.1 Maintenance

- **The telephone may not be operated in explosive environments.**
- **Connect the telephone to dedicated sockets only.**
- **Keep the telephone away from aggressive substances and staining liquids (such as coffee, tea, wine, etc.). Never use petrol, solvents, alcohol containing detergents and similar substances for telephone cleaning.**
- **Use a soft cloth dampened with water or diluted washing-up detergents to clean the telephone. Microfibre cloth is recommended for display cleaning.**

5.2 Important Warnings and Certifications

Certificate of Compliance

These devices meet all technical requirements concerning radio and telecommunications equipment pursuant to Act. No. 22/1997 Coll. in the latest wording and Governmental Decree No. 426/2000 Coll. and have been awarded a Certificate of Compliance.

CE Marking

The CE marking certifies compliance with EU Directive 1999/5/EG.

Environmental Marking

This marking certifies that the device was manufactured in compliance with the ISO 14001 Environmental Management Standard. This guarantees raw material, energy and waste minimisation during manufacturing.

The manufacturer reserves the right to modify the product in order to improve its qualities.

Use the product for no purposes other than those specified in the User Manual. When the service life of the product or a part thereof is exhausted, dispose of it in accordance with applicable environmental regulations.

5.3 Glossary

- **2N® – NetStar Assistant – a user web interface accessible via a web browser; helps the user view call history, program telephone buttons, set profiles, manage phone directories, and so on. Your PBX administrator will communicate the interface address and login data to you.**
- **BLF module – a large button module (operator's console) with 90 programmable buttons.**
- **CLIR – Calling Line Identification Restriction.**
- **DND (Do Not Disturb) – all incoming calls are rejected and outgoing calls are set up without limitations in the DND mode.**
- **Escape (Back) – return to a telephone menu.**
- **Flash (Call Holding) – used for accessing services during calls for call forwarding purposes, for example.**
- **Handsfree/Speakerphone – a type of making calls where an external microphone and a loudspeaker are used for speaking. The Speakerphone mode uses an external loudspeaker and the handset microphone.**
- **Intercom – a function for flexible communication – calls are answered automatically by the called station.**
- **KEY module – a small button module (operator's console) with 16 programmable buttons.**
- **Mute – temporary microphone muting during a call.**
- **Redial – redialling of the last successfully called number.**
- **Station – a terminal device (telephone set, e.g.) assigned to the user and represented by a telephone number.**
- **Telephone line – a set of technical parameters providing connection of a telephone station to a PBX (cables, sockets, etc.).**
- **Telephone directory – a list of users/stations and their numbers as defined by the administrator or user.**
- **Dial selected number – the pre-selected dialling executed by the button press. A telephone number or service access code can be selected.**

2N TELEKOMUNIKACE a.s.

Modřanská 621, 143 01 Prague 4, Czech Republic
Tel.: +420 261 301 500, Fax: +420 261 301 599
E-mail: sales@2n.cz
Web: www.2n.cz

MM 1623v3.0.0